



# DEPARTMENT OF CORPORATIONS

## JOB OPPORTUNITY

*Arnold Schwarzenegger, Governor*

*Preston DuFauchoy, California Corporations Commissioner*

*Sunne Wright-McPeak, Agency Secretary*

Release Date: August 10, 2006

**CLASSIFICATION:** **CONSUMER SERVICES REPRESENTATIVE**  
1 Position-Permanent/Full-Time

**FINAL FILING DATE:** **August 20, 2006 or Until Filled**

**SALARY:** \$3192 - \$3879 per month

**POSITION LOCATION:** Consumer Services Office, 1515 K Street, Sacramento

**DUTIES AND RESPONSIBILITIES** - The Consumer Services Office (CSO) is responsible for handling incoming public calls from an 800 toll-free number and for receiving and entering incoming inquiries or complaints in the Department's databases as they relate to the Department's jurisdictions for licensing and regulating Finance Lenders, Deferred Deposit Originators, Broker-Dealer Agents, Investment Advisers and Investment Advisory Representatives. Under the direct supervision of the Manager of the CSO, the Consumer Services Representative (CSR) receives and examines consumer complaints and inquiries; interviews complainants and licensees and uses appropriate negotiation, mediation and interpersonal problem-solving skills to assist with issue resolution and/or make recommendations for resolution. The CSR utilizes various resources to research complaint documents and prepares a summary of all pertinent information including disposition notes. When appropriate, violations of program compliance requirements or laws, whether alleged or confirmed, shall be discussed with respondents. The CSR responds to complex technical written or verbal inquiries regarding law and/or the practices of licensees; interprets statutes, regulations, policies and procedures both verbally and in writing; interacts with department investigative personnel; and monitors the volume and pattern of complaints against licensees.

**DESIRABLE QUALIFICATIONS:**

- ◆ Service oriented with good interpersonal skills.
- ◆ Must provide courteous and reliable service.
- ◆ Dependable with good attendance.
- ◆ Able to adjust to shifting priorities and meet deadlines.
- ◆ Able to communicate well both orally and in writing.
- ◆ Proficient with personal computers.

**WHO MAY APPLY** – Employees currently at the Consumer Services Representative level, those within transfer range or who have list eligibility and are reachable (in the top three ranks), are encouraged to apply. For further information regarding the positions, please contact Julie Stewart at (916) 323-7120 or CALNET 8-473-7120. **PLEASE SEND A COMPLETED APPLICATION TO THE PERSON AND ADDRESS PROVIDED BELOW.** (Please include your social security number for eligibility verification).

**SUBMIT APPLICATION AND RESUME TO:** Department of Corporations  
Human Resources Office  
Attention: Mabel Miramon (#06-CS-1)  
1515 K Street, Suite 200  
Sacramento, CA 95814  
(916) 445-2953 or CALNET 8-485-2953

RPA #06-CS-1 ca

AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.